



EBT NEWS

County of Los Angeles
Department of Public
Social Services

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PARTICIPANT TRAINING SITES SECURED

As the momentum toward EBT Rollout increases with the passing of each day, we applaud the milestones we reach along the way. A critical aspect of the success of Rollout lies in the hands of Property Management Section (PMS) - and they have pulled through with flying colors! The tremendous task of attaining 19 participant training sites has been achieved!

BWS district managers referred countless potential sites to PMS for evaluation. PMS then applied specific criteria to each site and turned over the information to the CAO's office for those sites which met our needs. The CAO's office, in cooperation with PMS, then attempted to negotiate a lease arrangement. Additionally, PMS identified numerous County-owned facilities for use as participant training sites.



With the task of obtaining the sites behind them, PMS is now focused on coordinating site prep at each facility. Working with OIT and ISD, the sites will be readied for the use of EBT equipment, LEADER laptops, and the furniture necessary to accommodate the video showing and training sessions.

Thanks to all the folks at Property Management that have worked on this special project. EBT is on it's way to a successful implementation!

Training Helpline

Participants who require additional training on the use of the EBT card or PIN may call the toll-free Training Helpline at 1-866-328-4208 which is available 24 hours, 7 days a week until 5/31/04. "

The Training Helpline is different from the Customer Service Center (CSC) line in that it only provides recorded information on EBT including how to use the EBT card and PIN.

The CSC provides a variety of options to participants, including canceling and requesting EBT cards and PINs, as well as talking to CSC representatives.

Both lines provide assistance in multiple languages.

EBT IMPLEMENTATION ROLLOUT COUNTYWIDE

Plans to implement EBT countywide have been in the works since shortly after the pilot in #15 Metro East and #27 South Central began. The remaining 29 districts will be divided into two rollout groups as follows:

ROLLOUT GROUP I—EBT begins February 2004

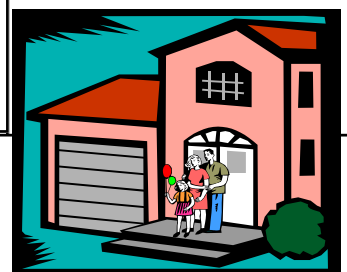
- 02 Glendale
- 03 Pasadena
- 04 El Monte
- 05 Belvedere
- 10 Wilshire Special
- 11 East Valley
- 14 Civic Center
- 20 San Gabriel Valley
- 32 San Fernando
- 34 Lancaster
- 36 Pomona
- 38 Metro North
- 51 Santa Clarita Branch
- 82 West Valley

ROLLOUT GROUP II—EBT begins March 2004

- 06 Cudahy
- 07 South Special
- 08 Southwest Special
- 09 West Los Angeles
- 12 Exposition Park
- 13 Metro Family
- 17 Florence
- 26 Compton
- 31 South Family
- 40 Norwalk
- 60 Rancho Park
- 62 Paramount
- 66 Lincoln Park
- 70 Metro Special
- 83 Southwest Family

Group Homes

Training for Group Homes in LA County has been completed. However, there may still be several questions from Group Homes regarding EBT. If EWs receive EBT related calls from Group Homes, they should channel those calls through their supervisor and Deputy District Director to Food Stamp Program staff.



EBT TEAM CONDUCTS PRESENTATIONS FOR CBO'S

The Electronic Benefit Transfer (EBT) Project Team conducted Community Based Organization (CBO) presentations throughout Los Angeles County. An invitation was mailed out in October informing the CBO's of the presentations which would take place from November 4th - 6th. Six locations throughout Los Angeles County, from Lancaster through Norwalk were selected to host these presentations. In addition, there were two sessions per day, in the morning or afternoon which they could select from. The presentations were designed to give our community partners an understanding on EBT and how participants will access their Food Stamp and Cash Assistance benefits. Those in attendance received information that will help prepare them to answer basic EBT questions that our mutual clients may ask. In all, there were a total of six EBT Overview Presentations conducted.